



P I N A L • C O U N T Y

*Wide open opportunity*

# **Pinal County Office of The Clerk of the Board Strategic Business Plan Alignment Maps**

## **The Office of The Clerk of the Board Mission**

**The Mission of the Office of the Clerk of the Board is to provide official record keeping, statutory compliance and other policy-related services to the Board of Supervisors, Elected Officials, County Departments, Boards & Commissions, and the general public, so they can benefit from a transparent government and make informed decisions.**



# Pinal County Office of The Clerk of the Board

## Strategic Business Plan Alignment Map 1 of 5

### Issue #1- Public Access

The continued lack of electronic access to Board approved documents and Board agendas and minutes will, if not addressed, result in:

- Customer frustration
- Extended turn around time frames
- Inefficient use of staff resources

### Issue #2- Records Management

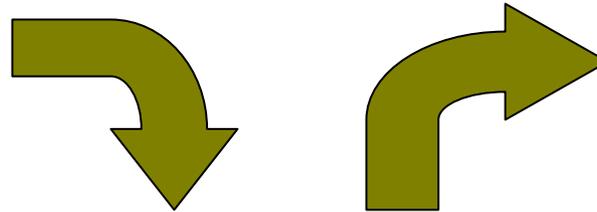
The continuing lack of a data based tracking and organization system for Board approved items will, if not addressed, result in:

- An increase in potential legal liability
- Extended turn around time frames
- Inefficient use of staff resources

### Issue #4- Department Operations

The increasing need to separate and define the roles and responsibilities of staff positions between the Clerk of the Board and the County Manager's office as suggested by the Romley Report will, if not addressed, result in:

- A decrease in customer satisfaction
- A decrease in effective services provided to the Board of Supervisors
- Inefficient use of staff resources



### OFFICE OF THE CLERK OF THE BOARD

#### STRATEGIC GOAL #1:

#### Public Access

Pinal County Residents will experience improved access to Board approved items and Board agendas and minutes, as evidenced by:

By 2010, 100% of Board of Supervisors supporting documents/attachments to the agenda (excluding supplemental items) will be electronically available 48 hours prior to the Board of Supervisors meeting.

By 2010, 80% of the Board approved ordinances (dating back to 1990) and resolutions (dating back to 2000) will be electronically accessible to the public.

### Meeting Management Activity

The purpose of the Meeting Management Activity is to provide agenda, public notification, training, and coordination services to the public and county departments so they can conduct their business in an efficient and timely manner.

- 50% of the BOS supporting documents/attachments to the agenda (excluding supplemental items) will be electronically available 48 hours prior to the BOS meeting.
- 50% of departments that have employees with updated NOVUS training.

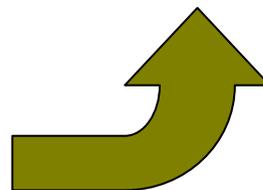
### Customer Service Activity

The purpose of the Customer Service Activity is to provide document retrieval and inquiry response services to the public and county Departments so they can have they information they need in a timely manner.

- 25% of internal procedures in written form
- 25% of applicable processes (liquor licenses, agenda items, public involvement in board meetings, etc.) available on-line
- 50% of all customer service requests will be responded to within 3 working days of the request
- 30% of Board approved ordinances (dating back to 1990) and resolutions (dating back to 2000) will be electronically accessible to the public.

### Countywide Strategic Priorities

Accountability





# Pinal County Office of The Clerk of the Board

## Strategic Business Plan Alignment Map 2 of 5

### Issue #1- Public Access

The continued lack of electronic access to Board approved documents and Board agendas and minutes will, if not addressed, result in:

- Customer frustration
- Extended turn around time frames
- Inefficient use of staff resources

### Issue #2- Records Management

The continuing lack of a data based tracking and organization system for Board approved items will, if not addressed, result in:

- An increase in potential legal liability
- Extended turn around time frames
- Inefficient use of staff resources

### Issue #3- Institutional Knowledge and Training

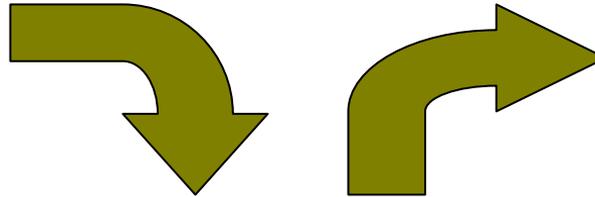
The increasing ratio of staff eligible for retirement, coupled with the need for statute specific training will, if not addressed, result in:

- Loss of department specific institutional knowledge
- An increase in potential violation of open meeting laws and other statutory requirements
- Inability to effectively plan for the upcoming five member Board

### Issue #4- Department Operations

The increasing need to separate and define the roles and responsibilities of staff positions between the Clerk of the Board and the County Manager's office as suggested by the Romley Report will, if not addressed, result in:

- A decrease in customer satisfaction
- A decrease in effective services provided to the Board of Supervisors
- Inefficient use of staff resources



### OFFICE OF THE CLERK OF THE BOARD

#### STRATEGIC GOAL #2:

#### Customer Service

Pinal County Residents, Board of Supervisors, Elected Officials and County management will benefit from timely Clerk of the Board services and an efficient use of staff resources, as evidenced by:

By 2010, 100% of all customer services requests will be responded to within 3 working days of the request.

By 2009, 95 % of the Clerk of the Board service costs are appropriately allocated to the Clerk of the Board activity cost centers.

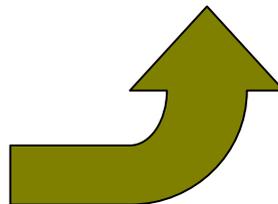
### Customer Service Activity

The purpose of the Customer Service Activity is to provide document retrieval and inquiry response services to the public and county departments so they can have their information they need in a timely manner.

- 25% of internal procedures in written form
- 25% of applicable processes (liquor licenses, agenda items, public involvement in board meetings, etc.) available on-line
- 50% of all customer service requests will be responded to within 3 working days of the request

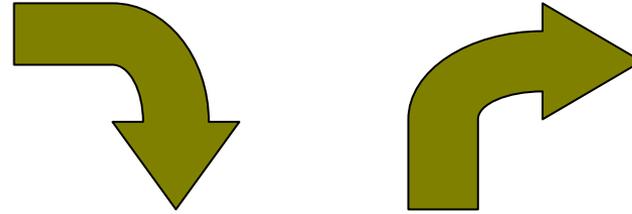
### Countywide Strategic Priorities

Accountability



# Pinal County Office of The Clerk of the Board

## Strategic Business Plan Alignment Map 3 of 5



**OFFICE OF THE CLERK OF THE BOARD**

**STRATEGIC GOAL #3:**

**Training**

Elected Officials, Appointed Boards and Commissions, and County departments will benefit from current and ongoing Clerk of the Board specific training coordination as evidenced by:

By 2012, 100% of Appointed Boards & Commissions will receive initial and ongoing statute and ordinance specific training every year.

By 2010, have a bi-monthly online training schedule

**Issue #3- Institutional Knowledge and Training**  
The increasing ratio of staff eligible for retirement, coupled with the need for statute specific training will, if not addressed, result in:

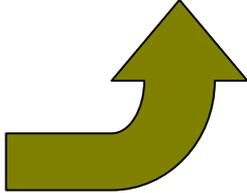
- Loss of department specific institutional knowledge
- An increase in potential violation of open meeting laws and other statutory requirements
- Inability to effectively plan for the upcoming five member Board

**Information Activity**  
The purpose of the Information Activity is to provide posting, routing, and training coordination services to the public, county departments, and boards and commissions so they can have access to information to make informed decisions.

- 25% of appointed Boards and Commissions will receive initial and ongoing statute and ordinance specific training
- 100% of lawsuits routed to appropriate departments within 48 hours of receipt.

**Meeting Management Activity**  
The purpose of the Meeting Management Activity is to provide agenda, public notification, training, and coordination services to the public and county departments so they can conduct their business in an efficient and timely manner.

- 50% of the BOS supporting documents/attachments to the agenda (excluding supplemental items) will be electronically available 48 hours prior to the BOS meeting.
- 50% of departments that have employees with updated NOVUS training.



**Countywide Strategic Priorities**

Accountability



# Pinal County Office of The Clerk of the Board

## Strategic Business Plan Alignment Map 4 of 5

### Issue #1- Public Access

The continued lack of electronic access to Board approved documents and Board agendas and minutes will, if not addressed, result in:

- Customer frustration
- Extended turn around time frames
- Inefficient use of staff resources

### Issue #2- Records Management

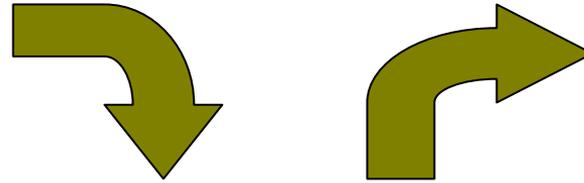
The continuing lack of a data based tracking and organization system for Board approved items will, if not addressed, result in:

- An increase in potential legal liability
- Extended turn around time frames
- Inefficient use of staff resources

### Issue #3- Institutional Knowledge and Training

The increasing ratio of staff eligible for retirement, coupled with the need for statute specific training will, if not addressed, result in:

- Loss of department specific institutional knowledge
- An increase in potential violation of open meeting laws and other statutory requirements
- Inability to effectively plan for the upcoming five member Board



### OFFICE OF THE CLERK OF THE BOARD

#### STRATEGIC GOAL # 4:

#### Institutional Knowledge

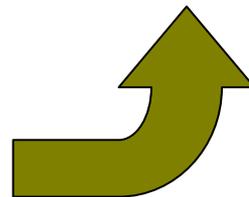
Board of Supervisors, Elected Officials, Boards & Commissions, and the general public will benefit from the preservation of Clerk of the Board specific institutional knowledge as evidenced by:

By 2012, 100% of the Office of the Clerk of the Board procedures will be in written form and available on the website.

### Customer Service Activity

The purpose of the Customer Service Activity is to provide document retrieval and inquiry response services to the public and county departments so they can have their information they need in a timely manner.

- 25% of internal procedures in written form
- 25% of applicable processes (liquor licenses, agenda items, public involvement in board meetings, etc.) available on-line



### Countywide Strategic Priorities

Accountability



# Pinal County Clerk of the Board

## Cross Cutting Issues

**Issues:** #1 –Public Access; #3 – Institutional Knowledge and Training

**Goal:** #3 - Training

**Cross Cutting with:** IT, HR

**Need(s):** Implementation of a bi-monthly NOVUS training schedule

**Issues:** #1 – Public Access; #2 – Records Management; #4- Department Operations

**Goal:** n/a

**Cross Cutting with:** Recorder's Office

**Need(s):** A more efficient method for locating OnBase documents required for Clerk of the Board access

**Issues:** #1 –Public Access; #2 – Records Management

**Goal:** #1 – Public Access, #2 – Improved Customer Service

**Cross Cutting with:** Development Services, PCSO

**Need(s):** Implementation of a more coordinated efforts in the processing of liquor licenses